

# *First Steps Family Survey*

## *Statewide Summary*

### *2019*

*Total surveys mailed out: 4,261*

*# of Surveys Returned: 848*

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4. It was easy to learn about First Steps.

466 (55.34%)	328 (38.95%)	41 (4.87%)	7 (0.83%)
Strongly Agree	Agree	Disagree	Strongly Disagree

5. I received an explanation of the First Steps parental rights from my service coordinator.

700 (83.14%)	137 (16.27%)	4 (0.48%)	1 (0.12%)
Strongly Agree	Agree	Disagree	Strongly Disagree

6. I know my First Steps parental rights related to my child's special needs.

673 (79.74%)	163 (19.31%)	6 (0.71%)	2 (0.24%)
Strongly Agree	Agree	Disagree	Strongly Disagree

7. At First Steps meetings, I am comfortable asking for services and supports that my child and family need.

681 (80.78%)	148 (17.56%)	10 (1.19%)	4 (0.47%)
Strongly Agree	Agree	Disagree	Strongly Disagree

8. I feel I am an active part of the team when we meet to discuss my child.

700 (82.84%)	137 (16.21%)	6 (0.71%)	2 (0.24%)
Strongly Agree	Agree	Disagree	Strongly Disagree

9. My primary provider in First Steps helps me teach my child.

689 (81.73%)	147 (17.44%)	5 (0.59%)	2 (0.24%)
Strongly Agree	Agree	Disagree	Strongly Disagree

10. My First Steps providers work with me to help my child in everyday activities.

688 (81.61%)	142 (16.84%)	12 (1.42%)	1 (0.12%)
Strongly Agree	Agree	Disagree	Strongly Disagree

11. I am able to help my child learn new skills because of First Steps services.

652 (77.43%)	176 (20.90%)	12 (1.43%)	2 (0.24%)
Strongly Agree	Agree	Disagree	Strongly Disagree

12. My First Steps providers are knowledgeable and professional.

711 (84.44%)	126 (14.96%)	4 (0.48%)	1 (0.12%)
Strongly Agree	Agree	Disagree	Strongly Disagree

13. First Steps helps me know how to find and use the services and programs available to my family.

611 (72.57%)	193 (22.92%)	34 (4.04%)	4 (0.48%)
Strongly Agree	Agree	Disagree	Strongly Disagree

14. First Steps helps me know who to contact and what to do when I have questions or concerns.

632 (75.06%)	185 (21.97%)	22 (2.61%)	3 (0.36%)
Strongly Agree	Agree	Disagree	Strongly Disagree

15. Would you like to share your First Steps experience in a newsletter given to families in First Steps?

271 (32.77%)	556 (67.23%)
Yes	No

16. Would you like more information about participating on a First Steps advisory council in your region?

171 (20.78%)	652 (79.22%)
Yes	No

# Annual First Steps Family Survey Comments 2019

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Our speech therapist has always gone the extra mile to help our child. Trying new ways to help her learn to communicate. She gives our family the tools and techniques we need.

Our providers were wonderful! I always knew my child was in great hands. They have helped my child blossom into a bright, effectively communicating, sweet little girl. They gave us the confidence as a family to be able to teach our girl all the ways she needed to learn. We will forever be grateful to them.

Loved all the therapists, except the temporary speech therapist. Vision should have better techniques not involving an ipad and stop trying to always have joint visits. Overall, we are so grateful for this program. We will definitely miss you guys!! Thanks again!

Our provider is very good at working with my grandchild and I both. Thank you

Our speech therapist was wonderful! She was a very important part in our success. We enjoyed working with her and learning new and fun things.

I couldn't convey how much we appreciate our special instructor and her patience and ability to help our child. She is absolutely wonderful!

First Steps has helped our child develop. I like that my wife and I are a huge part of the development as well. Some days there isn't much instruction but the provider explains what things to work on and that makes a huge difference long term.

Our experience with First Steps was amazing. All of the staff we encountered along the way were friendly, knowledgeable and helpful. We especially want to thank First Steps for giving us our speech therapist. She was so helpful. We sure do miss her!

We absolutely loved First Steps. They did so much for our family and our little boy that we will always be grateful. Without them our son would even be more delayed. I wish we could have continued with our therapists because they are like family. I recommend First Steps to any family.

We loved our provider and she got my child to the stage she is in. We are very thankful for her!!

Our provider is a wonderful OT and phenomenal resource for our son! We appreciate having P.A.T. and the First Steps resources available to us! Thank you!

I marked "disagree" on question 4 because initially contacting First Steps was a challenge but once I got the phone number from a friend it was smooth sailing.

Our provider is absolutely incredible. We are so fortunate to have her!

I have had a great experience through First Steps. My child has grown and improved tremendously.

Hate that we combine 2 services into one. I feel like he is only getting the benefits of 1 during that time. Other provider doesn't do much.

Thank you for your services and continued support for me and my child. This program made a big impact on our lives. My First Steps team will forever be in my heart. Thanks again for making our days brighter through such a trying time.

First Steps was such a blessing when we discovered my child had hearing loss. Thank you very much for all the support we received. I am very grateful.

I had never heard of First Steps. My son was having lots of developmental delays and we had started clinical PT. We heard about First Steps from a lady we met at the park. I am so thankful for that random encounter! I'm not sure we would have learned about First Steps otherwise. Our physician never mentioned it.

First Steps has helped us tremendously in the past 8-9 months. Our child has grown so much and I feel like we are on the right track with their growth and development. Thanks to First Steps. I appreciate all the providers and our coordinator. Can't thank them enough.

First Steps has been a saving grace for our child and family. Our primary provider has given us the education and tools to best support my child's growth. This is an amazing program and we wouldn't know what to do without. Thank you for offering this service.

We loved working with our provider.

Our physical therapist has been truly amazing! My child would not have made the progress without her. We sought physical therapy somewhere else before First Steps and First Steps has been far more beneficial and we are so blessed by the services. Thank you!

It was challenging to schedule in home visits in a family with two working parents.

My child's therapist is great!

I'd love to be on the council maybe next year. This year is pretty crazy.

Our providers have been absolutely wonderful for our family. Without First Steps we would be lost in what to do to help our child succeed. Thanks!

Our PT is wonderful! She engages my child at every session. She is professional and personable. We will be very sad to say goodbye to her when we age out of the program! Our provider is top-notch! I was blown away when I saw her work with my child at their first session. Actually, I cried tears of joy because I knew that with her intensity my child was going to make great advancements! She is focused and richly animated in her approach. Our provider is also an excellent communicator who confirms appointments and sends me a message if she is running late from her previous session. These therapists are truly a blessing to my family.

Who knows where we'd be without First Steps! Our therapists have been the first to find physical setbacks (like tongue ties, balance issues etc.) and have worked so hard to keep my child successful in her growth. They push my child (and me!) to keep fighting for milestones! We're so grateful!

I have been told no on getting help for my child's needs. Such as help with weighted blanket and adding therapies. Therapist did not explain very much and went way too fast. Never got or heard anything on services for therapy. We have therapy outside of First Steps now. Had to fight to get therapy at my child's preschool. It's as if the coordinator is unsure of her job or is just controlling what my child needs. My child has autism with speech delay and other health problems. Our problem is mostly feeling like the coordinator is in control of our child's needs. We try to only ask for what is needed and nothing more. We do not feel like our needs are being met at all.

My child's therapist was amazing! I felt so comfortable asking her questions and she always had fantastic feedback and great ideas of what I could do for my child. I absolutely loved our experience with 1st Steps and will recommend it to friends.

My 1st Steps teachers are the best! My therapist is unbelievable! She is so amazing at her job! My child has blossomed because of her! Thanks for all you guys do!

Our providers do a great job!!!

My child received services from a provider with First Steps. She was awesome and helped our child as best as she could. Our child really loves her and cannot handle one week without seeing her. Our provider was such a help to our family. We wish that we could pay back what she is doing for our child.

My child has received services from a First Steps provider. She was more than helpful to our child during his journey to catch up the development due to his prematurity. Our provider didn't hesitate to help in all life aspects. She was a grandma for our child who loves to help and be on time. I can not describe how much she helped our child, however I can say that their biological grandma cannot do more than the provider is doing. Thanks to her and thanks to First Step program.

Question 2. The boys were already receiving First Steps services when we brought them home. We have added P.T. and S/L in the 20 months we have had them. As their foster parents we are very pleased with time, care and concern each provider has shown our family!

Our therapist was wonderful. She really became part of our family. Our son loved her and was comfortable with her. Sad it is time for her to leave us. Would highly recommend her.

We absolutely loved our therapists! They were knowledgeable and caring. They gave us the tools we needed to improve our daily lives. They became more than just staff members but also our friends.

We ordered a weighted blanket through 1st Steps several months ago and we still have not received it. Our child needs this due to his self-injury behavior of hitting and banging his head on the walls/doors. I believe the process of getting the order here to us needs to be much more efficient.

It is very difficult to reach my First Steps contact. She doesn't return calls or texts and doesn't check on us to see progress. The speech therapist however is awesome and so much help.

The staff has been great. Our provider has been amazing. My child has grown so much with his speech. It's simply amazing.

Our provider is AWESOME! She makes every visit exciting. My child looks for her and is ready to start when she walks in the door. She has a ton of patience and understanding if we are having a rough day!!!

My child's therapist is amazing. With her help and guidance, my child has learned to talk much faster and correctly than before her. She has helped more than I could ever ask for. This program has immensely helped me and my family.

First Steps has made an extraordinary impact on my son and his development. He has complex, still not completely diagnosed unique challenges that limit his gross and fine motor skills. First Steps has been a lifeline to us. My son has dozens of medical doctors and specialists, but I feel like his First Steps therapists are just as integral to his care and progress. I've had a positive experience with everyone in First Steps, but I would like to make special recognition to our physical therapist and occupational therapist. If there is any way I can recommend recognition or nominate for an award I would be happy to do so. Thank you, First Steps, for helping our whole family grow and learn together.

We are so thankful to be a part of First Steps!

First Steps has been amazing and such a blessing for all of my children! They have helped us teach our kids and helped us implement changes to help them succeed. We will be forever grateful for them!

We absolutely adore our therapist and are very blessed to have her. She has taught my girl so much. She has taught her patience, communication, and how to deal with her lack of communication. I'm so glad our girl is with our therapist and I am very thankful for Missouri First Steps.

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Everyone has been AMAZING! Our therapist has been wonderful and has helped my son so much, he's like a different kid. His speech has come alive and he can actually communicate with us now!

I feel that the gal who comes to work with my child is professional and friendly. I feel that she knows quite a bit about what kiddos should be doing at various stages. I do not feel that she really teaches me how to do stuff with my child very well.

Our provider is a true professional that we are so thankful she has come in our lives. She always listens to our concerns about our child and then goes above and beyond to help us with any issues. She clearly works more hours than she bills for by reading professional articles, books, etc. and share relevant information. She has become a part of our family and we all look forward to her visits. Thank you for hiring and retaining such wonderful people as our therapist to help take care of Missouri children!!!

Absolutely love our therapist! She is part of our family.

First Steps has greatly helped my child in many areas. I would highly recommend this program.

So impressed with First Steps; beginning with the service coordinators all the way to our provider. Our service coordinator was very professional and extremely helpful in her interview to determine exactly what services were available and which ones would benefit our daughter. Our service coordinator was professional but very personable which made our interview comfortable. Our provider was wonderful with our child and our other children during her visits. Cannot say enough positive things about her. Always on time and well prepared! We have used the services many times in the past from First Steps and plan to continue in the future.

My email is best way to reach me

I would love to know things to do to help my child while he is at home in evenings and weekends. Also need info on behavioral. We are having some issues in that area at times now. Thank you

I have seen more improvements with First Steps then I did with my child's previous therapists.

Everyone my child has met has been absolutely amazing to her and do an amazing job. If not for them she would have been way behind. Just want the First Steps program to know they have done such a great job.

First Steps has helped my kids. They do a lot more than what they were doing. I'm happy that First Steps could help me with my kids because they needed the help.

Hi, our therapist was a great asset to my trauma baby son. He was having an extremely difficult time communicating and was acting out badly and tantruming with loud screams, kicking, biting, etc. It truly seems like a transformation for this little guy and he has grown to really love his therapist. She has been such a great help to our family in order to better assist our little guy. Thank you for sending her to our home to help. We are very appreciative of her and your organization and will never forget her.

First Steps has been an amazing resource for my family. Everyone we work with is very positive and accepting of my entire family. Thank you!

I felt my coordinator was terrible and did not want to help with finding services for my special needs child. I don't agree that all four therapists should come at the same time because it's districting and the focus is then not on my child, but about the therapist's social life. Happy to be aging out of the program and putting it behind us.

I'm so thankful for this program. It has helped my family in ways I didn't know it could. I wish it didn't end at age 3, but I'm so thankful to have been involved with First Steps.

Our provider has been amazing since the start. I had preemies and they had a lot of setbacks at the start. Our provider had the experience and the knowledge to teach me how to help my kids grow and develop properly. I truly believe my girls wouldn't be where they are today without her. You wouldn't know that my kids had any issues at all. We all love our provider and we consider her a friend!

My First Steps team is exceptional! They have been a huge advocate in getting my son the resources that he needs to thrive. Without this program, my son would not be where is is today in his development. I feel incredibly blessed to had been introduced to this program.

Speech therapist is great, very patient. Since starting services, my child's speech has improved significantly.

Our therapist goes beyond to help our son. We love her so much and she has done so much to help our child. I wouldn't want anyone else!

Very pleased with his therapist.

Not pleased with ABA therapists. One person was a smoker - not around medical children please. Another was unqualified to teach.

First Steps has been a huge blessing to our family.

Our providers are amazing. Easy to talk to. Answer all my questions and concerns. They were amazing with my child. I would highly recommend them.

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Our provider is wonderful. We really enjoy her help and visits.

My experience with First Steps has been very positive for my family. I appreciate my provider's efforts to support my daughter and their genuine interest in her overall health. The only challenge I've noticed so far was during the absence of our service coordinator. It took approximately 3 months to fill the position and during that time I felt as though some things started to slip. Our 6 month check in meeting was delayed approximately 1 month. Things we decided to order to support my daughter's development were not ordered. I also had to follow-up to inquire if the position was filled as I was never notified of the back fill. Timing is everything when our child has global developmental delays. I sincerely hope if a position in First Step is open again it does not take 3+ months to fill. Our new service coordinator seems great so I'm very hopeful to continue on a positive path.

Our First Steps PT/OT is amazing. She has been not only wonderful to my daughter, but has also been a tremendous support to me as a first time mother. She goes above and beyond the expected on both a professional and personal level. We are so lucky and blessed to have received her from this program and are extremely grateful and appreciative. My daughter has exceeded every goal and expectation and her provider doesn't limit her to "norms" or "expectations", and our child's accomplishments as a result are off the charts!

Our therapist is by far the greatest P.T. we could ever ask for, for our son. She does the best job and works with him so much. My son has made leaps and bounds because of her. She deserves a raise and a medal.

It would be easier if you called or mailed me. Email is not something I check at home.

One of the First Steps workers has been late every time he has been to the apartment. But other than that I am very happy with First Steps and everything they have done for my child and myself. They have been very helpful.

We absolutely love the First Steps program! My son has made the most amazing progress and it is because of the wonderful therapists on his team. Our therapists are the best!

I would appreciate knowing more resources offered to me regarding my child's disabilities. Could be a newsletter (email) or handouts by therapists. Most info I have found has been my own research. I have been told that if I have concerns to call and they would discuss adjusting our plan. Every time I have been told that I have to wait until our next meeting. Other family members in the program with children that have the same diagnosis have had no problems and have been told it depends on the case manager. I also feel it is unfair that one region offers different programs and resources than another region.

On the other side of this form, you only allow for the age of one child; however, I have 2 children in the program. While I answered "agree" to knowing my rights and asking for supports, I credit that to my own advocacy skills, and not as a testament to First Steps. I fear others may feel differently. I had to advocate harder than I should have, and at times my therapists (the ones provided by First Steps) had to argue with the coordinator for the things my child needed. The coordinator is reluctant, as if the money comes from her own pocket. I had to get a 2nd opinion even from a private OT. All therapists and dietitian that my child see are friendly and helpful.

Everyone that I have worked with has been fabulous!

We are so very thankful for our First Steps team. My daughter had a stroke and our providers have been there every step of the way ever since. Thank you!

We had a wonderful experience in First Steps. Our son considers his therapists as part of our family. I would love the opportunity to participate on a First Steps Advisory Council. I often advocate to families all of the benefits of participating in the program.

First Steps has amazing people.

I just want to say you all do a good job helping my family out. I am so happy that we have you all because I know some families need the help. And you all did good with my son and a foster kid that I had and now my child that is two and will be 3 year's old soon. God Bless you all.

Our child's occupational therapist and physical therapist were amazing! They are really helping our child to reach his milestones. They both were sending us pictures from daycare of the therapy that they are doing. Both my husband and I were grateful of our therapists. They are the best. Each week and months, we have seen our child's progress. Thank you for this wonderful program.

We have been so happy with the program. We feel the early intervention he is receiving now will help him catch up with his peers and be at the right level once he reaches school age. Thank you for the continued support of such an important program.

I have enjoyed and appreciated my entire experience with First Steps. My child thrived beyond what any of his doctors thought or imagined. His team always went above and beyond! I am so thankful for my coordinator and my First Steps team!

Our baby boy couldn't hold a bottle, sit up, hold up his head, roll over, crawl, support his own weight - nothing that average 9-12 month olds could do. Our workers were committed, and positive and wonderful. Our son is now functioning with great motor skills, and strength. And has been for more than a year. He caught up to his age/size and we are so thankful for your dedication and assistance!

Our family is very thankful for the First Steps program. It helps/helped our children so much!

We had a great experience with First Steps. We are so thankful for the program.

The therapists are not only knowledgeable and helpful, but they are always so delightful with my child. Thank you for choosing such nurturing souls to help these angels in need.

Thank you to all of our therapists and team at Missouri First Steps. Our son is on the correct path to be able to be an amazing little boy because of your hard work. Wish we would have had more time in Missouri First Steps.

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First Steps has helped out with my daughters so much. Love both of the ladies who work with us! I would gladly speak on behalf of First Steps. Feel free to contact me!

We love our worker. She has been so beneficial for my daughters! I would definitely recommend her to anyone! She is such a blessing to us!

Our provider was a delight to have in our home! She taught us so many new ways to effectively work with our children. She was unbiased and accepting of our family from day one! She was key in helping us learn how to help our kids improve their transitioning skills. SO.MUCH.HELP! We cannot thank her enough! She is truly amazing!! She will be missed.

Our provider was an amazing resource for our children and family! She was unbiased and accepting of our family from the very first visit! She helped us learn how to effectively assist our children with everyday activities and new activities that help them learn and grow! We really cannot say enough good things about how wonderful she was with our entire family! We will miss having her in our home!

First Steps has really helped my son and our family! He has made so much progress through his weekly speech therapy! I am so grateful that we found out about this program! I wish more parents had knowledge that First Steps exists! I would highly recommend this program to other families concerned about their child's development. Thank you First Steps for helping my son!

We have been pleased overall with First Steps.

Our provider has been a wonderful help with my little guy. He is very stubborn and strong willed and she is very patient with him. She also adjusts her learning plan as needed based on my child's mood.

We love our First Steps team.

Our providers have been so amazing with my son! They have helped to bring out potential in him that I didn't know was there. This program is so great and I've recommended it to friends who have had similar worries about their child as I once had.

My child's therapists are amazing! They make my child feel loved and special! Always professional and very down to earth! So thankful for First Steps! A concerned momma

Thank you for all you have done for my child and our family!

I absolutely love all of my son's providers and think the progress he's made is the result of their intervention. I am equally as grateful for the financial assistance for my son's medical equipment. Being a part of this program has been integral to his success.

Our First Steps provider is wonderful with our son and extremely knowledgeable. She is a lifelong learner and teaches us something new at every session. We truly value her dedication to helping our son and we are very thankful to have her in our lives.

Our provider is amazing! She has helped my children so much. We love her!

My provider is amazing! She has helped my children so much! We love her!

I have been beyond impressed with the First Steps program, their staff's skills, knowledge and professionalism. I'm so grateful for this service and all they do for my child and educating me to best care for her and help her reach milestones.

Our First Steps providers have been with us from the very beginning and have become like family over the years. I truly believe that our daughter would not have advanced to the degree that she has without their love, support and expertise. We feel blessed to have been given such an amazing team of providers and I will always be grateful for the tools and confidence I've been given as a parent to help my child succeed. I am not sure how we will do this on our own once she ages out of First Steps, but I trust this team will go on to support another child/family in need and that warms my heart. Our child is who she is because of the advocacy and love she has received from First Steps. Thank you, thank you!

Without the help of First Steps we would not have the knowledge to help our son learn how to set up, crawl and do things on his own. Thank you.

I should know everything that was done with my child on every visit. This has not been happening. He has a special instructor, physical therapist and speech therapist. Every now and then the speech therapist will contact me asking to use certain objects or tools on my child but that is it. I need to know about every contact that is held with my child.

Our therapist has been amazing for my daughter. She has improved greatly and has made a huge impact in our family.

Our amazing providers  
Always willing to listen to my concerns and give useful solutions/ideas  
super friendly  
miss them greatly once Henry ages out  
How well he is doing overall directly related to his early interventions  
Coordinator  
Very accessible and helpful  
I can tell she really loves her job and "her" First Steps kids  
Thank you so much!

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Our provider is a wonderful therapist! My son has grown to love her and look forward to her visits.

I wish the medical advisors would refer us to First Steps sooner.

Great service - Our provider really is the best

When our son's surgery prevented us from doing tummy time he missed a major window of developmental opportunity. He never crawled, he could only butt scoot! He struggled to stand and walk. His PT was amazing!! Because of her, he now runs with all his might. He's achieved all of his milestones and graduates from early childhood intervention services when he turns 3. I only wish we would have known about First Steps for our oldest child. Thank you so much!!

Thank you for providing these services to young children. Even though our child is not severely delayed, and we are seasoned parents, it was an incredible encouragement to have regular, professional feedback about his development. Our speech therapist was patient and positive and always gave us simple, practical suggestions for ways we could help our son learn to speak. The overall team was positive, well organized and responsive to our needs. We are completely satisfied with the help we received.

Again, thank you!

I like this program. It gives me resources that help my family.

Our providers have been phenomenal with my son. I promise he wouldn't be where he is right now if it wasn't for their guidance and services.

May be available in the future to participate on an advisory council. We appreciate having First Steps and would love to be involved. Thank you for helping our son who was born premature, reach his developmental milestones!

Missouri First Steps helped our son overcome moderate developmental delays due to his long hospital stays as a newborn and during the first year of his life. He had moderate gross motor development issues, feeding issues, and issues speaking. We were given the information and the skills to work on overcoming the deficits and bringing him to where he needs to be developmentally.

We have really loved our team and the progress he has made. The open communication is key and the ideas and strategies we have implemented.

My daughter has come a long ways since starting First Steps. She still has a lot to work on but the progress has been amazing. She is so excited when her First Steps providers come. She wishes they would come every day. The provider who works with my daughter weekly has done an outstanding job.

Our provider is amazing. Our family has so much to thank her for. We are incredibly grateful for this program.

I can't say enough about First Steps and our team of therapists. I feel so lucky to have them.

First Steps is amazing. My daughter gets amazing care and I learn new things about how to better care for her.

Having experienced some of First Steps in 2012-2013 in one region, the region I'm currently in the First Steps has been a much better experience. The primary provider we have been working with has listened to all of our concerns and helps us advocate for what is best for our son. She especially has gone above and beyond expectation to ensure our son gets the best care and therapy, including helping us know which questions to ask and what to point out to doctors about his behavior. Without the help of First Steps, we would be at a disadvantage with our son and the numerous delays he has, in knowing how to better understand and communicate with him. Most notably is our provider's help, which without her key help, our son would not have as improved as much as he has.

We have loved our First Steps experience and out therapists will be missed.

Our PT assistant was great. She and our other provider explained everything to us in terms we could understand. Thank you for a great program.

I do not have enough great things to say about our primary provider! She is kind, gentle and an excellent communicator. Without her services/knowledge, I do not think my child would be experiencing the levels of success that she has currently experienced. After each appointment, she give me a full run-down on what she worked on with my child. Not only is she professional and knowledgeable, but she genuinely cares about my child. She is just as (sometimes more) excited when my child hits a milestone that they have been working on. Our experience with First Steps has been AMAZING!

Willing to offer experience testimonial if asked/needed.

They were amazing and my daughter is doing good!

Great people. Great service. Was great.

Our therapist has been with us since day one. She's amazing. I enjoy that I can sit down and talk with her about anything going on with my child and any concerns that I have. I give her 5 stars. Thank!

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Thank you for all you do and helping our son!

Wish we had a conclusive list of services provided and how to seek more information.

Conclusive list of services provided how to seek more information

To Whom it may concern:

Our Speech Therapist originally evaluated our child back in December 2017. She was extremely personable, attentive to our child and observed our child in a most non-invasive and friendly. Our therapist also took time to watch our child while she ate. We had been referred to First Steps by our contact at PAT because our child had about 10 words beginning at 10 months. Then, in July of 2017, she suddenly stopped talking completely with no reason. She also stopped eating crunch foods. During the assessment by our therapist, I shared the info about eating. This peaked the therapist's curiosity and gave her more reason and an interest in watching our child eat. She got the tiniest glimpse, totally by chance, of seeing our child's frenulum and commented that it may be short. Within days we were able to see an ENT who diagnosed our child with tongue tie. Within 2 weeks she had a procedure to clip her frenulum. She immediately began talking again on a slow pace. Every Dr. we saw gave tremendous credit to our therapist for picking up on the issue. Our child then had another frenectomy and upper clipping after a few months because our therapist noticed that her tongue was still indented, though she was getting more mobility. From there, she soared with our therapist's wonderful and creative techniques. Our child adores her therapist, loves her truly. She, once talking, even nicknamed her. Please take a moment to review our child's initial assessment and most recent assessment. She is now 3 years old and tested with the equivalency of a 5-6 year old. Our family cannot say enough about how truly wonderful, creative, and skilled our therapist is. We are moving and even though services end at the 3 year mark, we will miss her more than any other person here - including friends and family. She holds a very special place in our hearts and will throughout our lives. Please feel free to contact me anytime, really. Thank you so much for our therapist and your services. Thanks to our therapist and First Steps our daughter has soared, and with much happiness and ease. Thank you

I would love a First Steps play group to help my child with social skills.

First Steps has been great and my child has learned a lot of skills since starting therapy with them. It was especially helpful to be able to try out certain equipment such as a weighted blanket to see if it would be helpful before going out and buying it.

First Steps has been amazing, my providers were there for us every step of the way and have taught us so much. We had a fabulous team of SLP, OT, PT, ABA and nutrition. Our coordinator was outstanding, so helpful and efficient. First Steps helped us with the hearing diagnosis. We are so lucky and thankful for First Steps. It has made the single greatest difference in our daughter's life. The best spent tax dollars and example of our government and our peoples' hard work. I am so proud of what our system has accomplished and just so grateful. Thank you! First Steps has touched our family in so many ways and we would have suffered greatly without it!

Absolutely love the First Steps program! It is such a wonderful program that ensures my child will not miss out due to her hearing loss.

Our therapist is amazing. This is our second child using her. She is our family and she works wonderful with my kids. Highly recommend.

First Steps has been so helpful to my child and myself. As a mother, I was scared that my child would never be able to walk or talk and that she would be so much more behind than other kids her age, but with First Steps giving me great advice and telling me everything would be ok.

First Steps is amazing!

First Steps has been an exceptionally wonderful experience for many reasons. Here are a few.

1. The process moves quickly from referral to services beginning
2. The providers are consistent and genuinely care about my child
3. Every contact person I have communicated with has communicated timely and returned my phone calls and emails
4. Meetings and services are consistently held on time with all appropriate people present.
5. My child's team celebrates his success, and really wants to help him through struggles.

I could go on - bottom line - I feel very fortunate to have first steps in my child's life.

We love First Steps!

My daughter would not be where she is now without the love and care we have received from First Steps. We are truly blessed.

I had to ask a few different people about how to get a hold of First Steps.

First Steps is a great program and should be more publicized.

Disappointed in the lack of professionalism we have received. Many therapists were late and often didn't apologize. Also the expected they could stay later without asking if I had other obligations to tend to. It was frustrating when therapist looked like they just rolled out of bed to attend my child's appointment. As the parent it felt like they often didn't care enough about my child's case to put the time and effort into our appointments.

The last meeting we had I felt like my child's needs were not met. He needs help in many areas so I felt like I had to choose which one was important when they all are. We got speech/feeding visits. We used to be able to see her weekly but now only 1-2 per month. My son's primary is physical therapy and we are working primarily on getting him to move and walk. Our speech services were cut right at a time when my son would have really excelled! He was excited and making an effort to communicate.

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Our ABA services have been amazing. They are very professional, very skilled and great with my child. They have also helped us navigate other therapies and supports. I am really sad to lose them when my child turns 3.

So thankful for the support. Been such a blessing. Thanks

I just want to say the 3 women who have been coming every week to help with my son have been angels to him. He loves to see them and most days he does really well with them. This is a wonderful program. Thank you so much!

Service coordinator was not quick to respond sometimes. She gave me same day notice of her coming to our home for an update meeting more than once. One time she texted me 30 minutes before she planned to arrive.

Therapist had to cancel several sessions for personal reasons.

I have been very satisfied. My experience with everyone I have come in contact with has been amazing.

Thank you for providing services like this.

Have a blessed day

It is important to have resources and learning opportunities for deaf children that include American Sign Language (ASL). Deaf children need full access to a complete language if English is not a viable option – because of auditory limitations.

Parents also need the information early on to learn about a language that would open the world up to the child.

The folks at First Steps have been super. Thank you to our providers

You guys rock

Our son was born at early and when we started First Steps he was 9 months old and not even able to set up on his own. We have been doing PT with our provider and now he is caught up to his actual age, not adjusted, on all physical milestones. We have been very happy with her and all the progress that has been made!

It's not much I don't already know really. They do answer questions I have.

I'm very pleased with this program and the kind woman who works with my daughter to improve her skills and learning. Thank you for allowing this opportunity for my daughter to be helped with reaching her goals. She is progressing more and more each week with your help.

Sincerely, a very grateful mother

I adore First Steps! Our therapists have been wonderful. We look forward to our weekly visits. They got my son set up with other services which we love too! I highly recommend First Steps!

I feel this program is awesome. The therapist is absolutely outstanding.

We are very thankful for First Steps and all of the help they have given us. The resources provided are amazing. I have no idea how we could do this without them.

The coordinators wait until the last possible day to do required meetings or start services. The way our IFSP was written was shamefully unprofessional! It included many inaccuracies despite me providing corrections multiply times. Also, having 4 or 5 service providers in our home at one time does NOT best serve our foster child. He's getting a few minutes of each service and not the full time he needs. Also, we were told our one year old was too DELAYED for services in speech, which is just ridiculous.

Please set up online payments.

email would be better to get ahold of me

I wanted to give a shout out to my sons AMAZING therapists!

These ladies are fantastic individuals, and work together to be the best team possible for my little guy. They push him hard, but also show how much they love him. He gets so excited when they show up and we are very thankful for them!! They have literally changed his life and we will truly miss them when he ages out.

I love my child's teachers. They are very educational and professional. They answer any questions that I have.

Our services through first steps have been good overall, but the issues we have had have been getting our occupational therapist to show up. Servicing our area w/a physical therapist & then when a therapist was eventually provided the therapist wasn't knowledgeable nor helpful to my child. I felt like the therapist drove an hour to goof off with my child. However, First Steps has provided my child with a therapy feeder chair which was a godsend. And the rest of our providers couldn't be more helpful and caring of our child. They also do well to schedule conveniently for us and communicate well. Thank you!

We want to express our thanks to first steps and the therapist for all the time and money spent on our child! We are so thankful for the ease of getting the equipment we need. It was no problem in getting what we needed.

A special thank you to our therapists. They deserve it! May God bless you all!

Our First Steps experience has been nothing but amazing. The connection my son has with his "teacher" is great. I have learned so much through this process and am sad that we will soon be "graduating" from this program.

My child's service coordinator is amazing. She helps us to fulfill our needs and always has what is best for him in mind. Our PT is hands down the best PT around. The love and support she provides is incredible. She has truly become part of our family and has helped our son accomplish so much. I don't know where we would be today without her. She is truly amazing!

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My child and I have enjoyed having First Steps including our OT and PT. When my child goes to school we will miss their visits.

I am very pleased with the services First Steps has provided. Our speech therapist is amazing. Our son loves playing with her and has learned so much. We have come very far from when we started. She is excellent at communication and is prompt. I would recommend her to anyone. She is so nice and you can really tell she loves what she does.

Love the services and our OT. She is great and has developed a great relationship with my child and me.

Everyone is awesome with First Steps!!

Me and my child would just like to give out therapist a huge amount of praise in all of this. Not only has she been so good and above amazing with our girls, but she has been so helpful with our family and everything we have been going through this past year. We have loved having her in our home and we will greatly miss her. We just wanted to make sure it's well known how amazing she is to have on the first steps team.

This program was very helpful for my family. My son has made a lot of progress working with First Steps. Thank you.

Our family has been very thankful for the services our son has been receiving through First Steps. They have been a wonderful resource as well and have helped us gain access to adaptive devices our son needs. We also love the therapists who work with our son.

The First Steps Program was and is a blessing for not only our child but for us as parents. They gave us the confidence and support to help our premature baby grow into a strong and happy toddler.

First Steps has been amazing!!! Thank you for helping with my child's continued success!!!

Our therapist is amazing!

My child's therapist has been with my daughter since we brought her home from the NICU. She has been there for us and helped answer questions! Our daughter loves her and we are so thankful for her and the services she provides!

Dear Sirs;  
We greatly appreciate your helpful, professional help for our daughter with Down syndrome.  
Thank you.  
God bless.

I appreciate that this program is available!  
I'm a foster parent and teacher with multiple master degrees (all in edu.) and I still found this program very worthwhile!  
Thank you!

Our therapist brought me back to life. Having a child in the first place is life changing and a huge challenge. Having twins is absolutely crazy especially when one has special needs. My husband had to go back to work a week after my twins were born. After their NICU stay, it was pretty much me on 0 sleep, pumping every 3 hours, my fussy twins and my dogs until my husband came home late in the evenings after work. When I met her, I had no idea what I was doing or what I should be doing or looking for in their development. She is the most caring, understanding, compassionate, smart, down to earth all around beautiful person I've ever met. She was there for me in the hardest time of my life, helping me overcome my fear of failing as a mother and guiding me in raising my kiddos to thrive as much as possible. She is great with both my boys and always knows exactly what to do or say and is supportive when I have concerns. There is a special place for people like her and I am forever thankful she was chosen to care for my son. I hope she reads this and knows how much she is appreciated!

First Steps is one of the best things we have done for our daughter. I always feel supported and a part of my child's team. She has thrived from the advice her primary PT has given to me. I feel like I have the tools to help her grow & learn.

Fastest way to contact me is by phone.

We love our First Steps team. Can't believe we're graduating so soon! We'll miss our therapists. We'll be forever grateful to them!

I work with 4 awesome ladies. I couldn't ask for better, they are like family. I enjoy our time each week. My son and I are blessed to have these ladies in our live. I feel I can ask them anything. If they don't have an answer, they will get it. They have been a God send, I thank the Lord everyday for bringing these ladies to us. I have learned a lot from them and continue to learn new things all the time. When my son starts school, I sure hope these ladies will get the call to continue to be his therapists.

Thank you.

Every 1st step worker that has been in my home have been awesome. I appreciate all of the time, dedication the 1st steps team have given our family. I definitely would recommend 1st steps.

We have been extremely pleased with and grateful for the physical therapy and speech therapy our son has received through First Steps. It is a great program and I hope all parents needing First Steps services can access it as it is invaluable to children's development.

We had a great volunteer and I would recommend her to other people. The social worker was great. I am thankful for their hard work and effort.

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First Steps was awesome for my son and whole family! The services we received (ST, OT, SI) were amazing and do beneficial! He has made so many positive strides. First Steps made it extremely easy to help transition into the school and he made so much progress through First Steps that he only qualified for ST through the school district. We are so grateful to First Steps and all of the wonderful people that helped my son and family! Thank you!!!

I loved my daughters therapists. They changed her life! Love to them.

We loved our First Steps experience! Our son benefited greatly from the program. The therapists are amazing and we were so happy to work with them. We loved the services school too! Our son was just accepted into a school, we would not have known about that option if our coordinator wouldn't have helped us get enrolled.

We wish we would have been told about First Steps program by our pediatrician sooner.

Thank you for your help.

We have loved having our daughter in First Steps! She loves when they come to work with her! We are thankful for their services and the helpful insight they have offered.

My son uses 3 therapists in the First Steps Program. All 3 are exceptional! They give advice, teach, listen, and just have an amazing time doing their jobs. I love the First Steps Program! I couldn't think of a better provider to get my son where he needs to be. A BIG thank you to EVERYONE involved!

I would highly suggest that you reference the "time" spent with a child and the First Steps therapist provided to the child. Numerous times our provider arrived LATE, did not stay a full hour because she arrived late yet First Steps paid the therapist for a full hour. For the last 6 months (possibly more) I never received any reports for progress with my child and her therapist. More often than not I had to request a report from the therapist. I was never offered suggestions/tips for ways to help my child independently. I feel that the therapist wanted my child to fail the tests provided by pre-school so that she could get in "free". Money is not as important as my child's abilities being addressed properly. If I ever need assistance w/another child I will find a different resource and will tell other parents to do the same.

You need to better monitor the therapists and the so called time they spend w/children. Also having more meetings w/the coordinator and parents may have prevented some of the issues I had to deal with!

We have been very impressed, as well as blessed, to have the team that has been assigned to our daughter. The therapists have not only been very impactful in her life, development and achievement in milestones, but also to my spouse and me as parents and educators to our twins. They are all very communicative in goals, answering questions, updating us on positive progress, concerns and other matters. They have also been on the same page as a team, which helps when working through all the FS visits; which coincidentally has also been in line with our former private PT and pediatrician. We have enjoyed working with them, continue to do so and hope to maintain a relationship/friendship beyond FS.

The therapist worked with my child for 2 1/2 years; did an outstanding job for him. We appreciate her dedication and hard work to get my child the level of speech he is at. Thank you all for being such a great group to work with! We Love Missouri First Steps.

We had a great experience this last year but our daughter likely didn't need as much help as some participants so I'm not sure how helpful my testimony is. Great program that helped her progress immensely and get back on track!

There is a need for more physical therapists and assistant physical therapists in this region. Schedules very full. (Gross motor skills)

In my experience, both the coordinator and provider seem to be overloaded with cases. I frequently get the same questions over and over and paperwork processing, notes about my child seem to be taken down but not reviewed or paperwork misplaced. Not sure if there's a standard program all could benefit from having access to – to help organization and detailed info for each case.

My sons P.T. is GREAT! She has helped him so much!!

We have been very pleased with the First Steps program.

We are very happy with the speech therapists that have helped us with our sons speech delay. They have been positive, friendly, patient, and knowledgeable.

Your team of therapists are doing a good job with my child. I wish she could stay in this program after she turns 3 years. They have help her develop a whole lot. Thanks so much for enrolling her in this program. This is a helping program. I so appreciate it.

The therapists have been wonderfully helpful since our daughter got home from NICU! We are so thankful for them and all the work they do.

Very grateful for the weekly support our child has been given over the past year. Without his PT we would have felt stuck in how to help him reach gross motor milestones.

We LOVE our First Steps team!

I really love working with the therapist. She really is fun. She play with my grandson and he really love seeing her coming he has a big smile on his face and I love looking at my grandson when she is coming into the house. She lets me know what I need to work with him the days she isn't here. Another therapist work beside her I love talking to the ladies they really help me out with my grandson. Thanks for the ladies. Love them. Thanks again First Steps for your help.

What a great program for our son!!

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All of our First Steps providers are wonderful – even our care coordinator is fantastic. We feel very lucky they are part of our child's team.

I am so grateful for First Steps and each of our providers. They have all been an extension to our family. I have learned a great deal since joining First Steps and if we didn't have First Steps I know we wouldn't be where we are today. The therapist is amazing, I swear she works magic. Her interaction with my child is great, she has a way with working with me on what to expect next without stressing me out. Another therapist has so much fun with my child. She is always prepared with something new to do with him. She does this while still communicating with me on what we are looking for and different approaches. Since we started speech for my son, he has improved along with my three year old daughter. I'm grateful for the tools she has given our whole family. A therapist is wonderful as well. I love that she focuses on quality vs. quantity. If we do the task at hand right from the beginning it will be less we have to work on later. You can tell by her great amount of experience that she knows what she is doing. She doesn't put limits on these kids. She helps them achieve goals that some parents would have never thought possible. I am eternally grateful for First Steps. I never knew there were such services available for families with a special needs child.

My family appreciates the services we have received. Thanks so much!

Our OT is fantastic. She's given us wonderful support and always answers every question we have with knowledge and kindness. The tips she's given us each session have not only helped our child to meet the milestone before the next visit, but also our friends children and even pedi. have learned a few tips! So thankful for her help, patience, and willingness to help our child succeed.

Please keep this program funded. It is invaluable to the kids and families that use it!

My therapists are exceptional!!

First Steps has helped my son and myself understand my child's needs and what he needs from us as parents to help him succeed. Thanks First Steps!

My biggest complaint is that First Steps does not include child and family in patient care meetings. That does not make any sense when the program is supposed to be family centered and the family is not allowed to participate in meetings about their own child. Not very impressed about this.

I am extremely blessed with the First Steps providers and therapists helping my little girl. The PT in particular goes above and beyond to provide ideas, activities, coordinate other services contact info, and give us some additional information medically to consider. I do wish they had speech/language available right now.

We appreciated all the therapist did for our child.

Life-changing program that we will be forever grateful for – our child has thrived which is partially due to her medical treatments, but we feel strongly that the therapists she received through First Steps allowed for our child to make tremendous strides that she would not have made without the home-based support and services. As a parent, I found out PT and speech therapists to be professional, but also tremendously caring and positive role models for me and my daughter.

Our therapists are wonderful! I enjoy working with them. They are very responsive and encouraging! I would recommend our therapist to anyone with a child who is struggling with a language delay. She has helped my son so much.

First Steps has been a breeze from the beginning thanks to my daughter's great providers!! I learn different ways to help my daughter excel in her every day activities every single visit.

It hasn't been an easy process but First Steps has made it so much easier!

Having 2 typical children before my special needs child, I didn't know the services First Steps provided for families. We are so grateful for First Steps and everything the providers have done to help our daughter meet milestones.

Thank you.

Your program is fantastic! Thank you for all you do!

Our service coordinator has been a wonderful asset to have in helping my child receive the services that would best help in her learning. I feel that she truly cares about my child's development and success.

I'm so happy to have found out about First Steps and their services! My child has found the teachers and skills to help him get through things he needs to learn and has shown a big deal of improvement! We are very pleased!

Our son is successful because of the guidance and encouragement of his providers. They are an essential part of his team. Their professionalism, knowledge, and experience give us the necessary skills to help our son live a better life. Couldn't do this without them!!

Our therapist has been amazing for our daughter, we have seen huge improvements in her that we know we wouldn't see if it wasn't for her therapist. She is always available to answer questions and genuinely cares about our daughter and seeing her have the best possible life. Our daughter absolutely loves her therapist and gets so excited to see her.

I am so pleased with First Steps.

I am a nurse (when I was working, I am now at home taking care of my parents and children) and through that I was familiar with First Steps and have actually had some of the same therapists for my son as my patients did. I have always been so grateful for the things they taught me in regards to working with my kiddos, and I learned so much even prior to my son receiving services. So from a professional standpoint, and now from a mommy who is navigating things from a totally different viewpoint—thank you for all you do!

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I believe the fee should be based on current year income - not prior year income....that would have saved me about \$1,100 in out of pocket expenses....paying \$100/month was rough given my income.

My first steps family has been wonderful! I don't know what I would have done without their guidance and support.

I love my coordinator. I LOVE LOVE LOVE MY SPEECH THERAPIST AND OCCUPATIONAL THERAPIST. I didn't really vibe well with the first occ therapist because I didn't feel kept in the loop. Our new therapist came up with the idea of a notebook so we can write back and forth to each other. When I don't understand something or I need a little more guidance I know I can always call her and she will walk me through. My therapist was everything to me because I felt lost. Why is my child confused, why does he not sleep at night. Why does he need shoes on his feet at night, etc. One time I broke down over the phone and was just overwhelmed. I didn't know that some kids are sensory kids and need that extra hug. I didn't know I should ask my son if he wants or needs a hug. Now I do ask him and that is beginning to work out for me. The vest we call "his self hug" sometimes he needs it and has asked for it. When I don't understand why his speech is limited and why he repeats my therapist reminds me to not ask open ended questions. She reminds me to model my words and how I want him to respond back. First Steps I believe made my family better, my son...better. First Steps walked in when I felt everyone else walked out.

I've been so pleased with First Steps. Things are run so efficiently, and everyone is so helpful... it's hard to believe it's a government run program! I've told family, friends, and even strangers about the help we've received through First Steps!

Our provider is amazing and my son absolutely loved her!!!! She helped him so much and can't say enough amazing things about her!!!!

We would be willing to share our wonderful experience however we are foster parents and don't feel it appropriate since family reunification is the goal.

I have nothing but wonderful things to say about my daughter's First steps staff members.

Please figure out a system for online or over the phone payments

I can not speak highly enough about my therapists I would have never made it through these last 2 years without her. Thank you for everything

Wonderful program that has helped our son in numerous ways. We love our providers they've become good friends too.

Our service coordinator made the experience absolutely awful. She was very difficult to get ahold of and we had to stay on top of items requested to ensure they were done. The process of requesting additional services was a nightmare as well. We were told by both our coordinator and original providers that they didn't think they were necessary. We finally sought out our own evaluations and only after bringing in the results clearly identifying their need, were the services provided. Our first set of primary providers made us often feel left out of decisions being made for our daughter. They would come to sessions and tell us what THEY had decided and discussed during an outside meeting. When concerns/struggles that we were having with our daughter were brought up, they felt dismissed. We felt like we had no voice. It wasn't until her services evolved and providers changed entirely that our experience improved. The progress she has made with her ABA and speech providers has been incredible to watch. They are not only great with her but they take the time to build confidence in us as parents. I wish I could say our entire experience was like this. However, I can't help but think that our daughter would not be where she is now had WE not done our homework and fought (hard) for what she needed. I would not recommend this program to any parent who has a child on the spectrum. The support is just not there.

The person teaching and working directly with my child is great. The Coordinator is a bit of a mess. When we meet, she is more worried about whether her lunch will be expensed vs my child's needs. She talks and talks but the report she does still has old information from when he was an infant. Very disappointed with this aspect of First Steps.

Both of the ladies were very helpful and were always willing to help me with any question I might have. They taught my daughter a lot of good skills.

We have had 2 therapist during this time. They have both been wonderful and helpful along the way. We have been blessed with the same coordinator and my son is getting ready to turn 3. They have all been helpful in this transition and answering any questions I have.

We love our speech therapist. She's amazing with our son, very knowledgeable and down to earth.

First Steps has been a truly amazing, life changing experience that has given my family a tremendous amount of much needed hope. Our occupational therapist has become in many ways an unofficial member of our family. Her knowledge and advocacy has been vital, absolutely vital to our child's successes. We are lucky to have her on our child's medical team.

My son's 1st Steps Provider is Absolutely Amazing! She has played an integral role in his 1st year of development, and has given amazing tips and guidance helping our child reach his milestones. She is extremely professional, but also kind and loving with my son's therapy visits, he lights up every time she pays him a visit. This is an amazing program and has put our family at ease despite his diagnosis, he is thriving and reaching his milestones with the help and guidance of our therapist, and 1st Steps. Thank You!

Interactive team - very receptive/ responsive to our son's various needs.

Our PT and OT have been excellent providers. They are truly invested in the treatment and progress of our child and go above and beyond to communicate regularly with us. They become part of the tribe helping us to navigate this unexpected world we find ourselves in. However we were not pleased with the communication or lack of assistance we received from our past service coordinator. She was not knowledgeable of First Steps own practices, frequently gave misinformation regarding assistive technology, and was unprofessional during meetings.

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My team is great and I feel more confident that I am doing my best for my child.

Our daughter's OT is amazing! We will forever be so grateful for the guidance and care she has provided for our daughter and our family. Our other provider has also been so incredibly helpful on the business side of things, both of these women are fantastic, and we are so thankful to have been introduced to them and your program. Thank you!

It would be extremely helpful if we could make payments online for First Steps. I find it very cumbersome, inconvenient, and annoying that this is something I am unable to do.

We absolutely love our Coordinator and Vision Teacher. They have been paramount to our success in helping our child and learning more about his condition and how it affects him in his daily life. They have grown with our family and know our child so well. They care about him! It's been wonderful as a Mom to have such great resources.

Fantastic and thorough service. We are so fortunate to have these individuals helping us.

Our therapist, has been an absolute joy to have. She is incredibly knowledgeable, and my son loves her. She always comes with different activities to engage him in learning, and she always offers so many ideas so that we can support him at home. You can tell how much she enjoys and cares about her job. First Steps has been essential in helping us provide support for our son and his development. We are truly blessed to have found this opportunity and cherish the fact that our son has grown from so much extra support!

I just want to send an additional thank you to our therapists. They were amazing with our little girl! They helped us help our child with so many things. Our child has come so far because of these incredible women.

We love first steps!